User Guide

Vodavi 6812

IP Phone

Revision history

ISSUE	DATE	Contents of Changes	REMARK
ISSUE 1.0	2006.03	-. Initial Release	

General

This document provides information on the operation of your Vodavi 6812 IP Phone. While every effort has been taken to insure the accuracy of this information Vodavi makes no warranty to the accuracy of the information or interpretations thereof.

Approvals and Listings

FCC Declaration of Conformity:

- Product name: LIP-6812D
- FCC Rules: Tested to comply with FCC part 15, Class B
- Operating environment: for office use

FCC Compliance Statement:

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference and (2) this device must accept any interference received, including interference that may cause undesired operation.

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1. Introducing the Vodavi 6812

1.1. Vodavi 6812 Overview

Vodavi 6812 is an IP phone designed to support hosted telephony services over a managed IP (Internet Protocol) network. Calls and features are controlled by your "Call Server" employing MGCP (Media Gateway Control Protocol) to provide real-time telephone communication over your Ethernet LAN connected to the Provider's IP network. Signaling and control information are exchanged between the Vodavi 6812 and the Call Server while voice packets are exchanged on a point-to-point basis between the phone and the connected party through the Service Provider's network.

Features and functions available to the Vodavi 6812 through the Call Server are similar to those of a conventional business telephone. For ease of use, the Vodavi 6812 is equipped with fixed feature buttons, flexible (programmable) feature buttons, an LCD display, soft keys, and a dial pad. These elements are described in more detail in General Description section below.

1.2. Vodavi 6812 Features

Features available to the Vodavi 6812 are dependent upon the Call Server and configuration of the IP Phone in the Server's User Portal. Details on the features available from the Call Server and User Portal are available in the user guide available from the Service Provider's representative.

Basic features provided by the Vodavi 6812 and the Call Server include:

- Mute
- Call Logs
- Click-to-call
- Speed dialing
- Caller ID
- Call forwarding
- Call transfer
- Call park
- Standard call pickup
- Directed call pickup
- Group call pickup
- Three or four-way conferencing
- Do not disturb (DND)
- Call waiting
- Message waiting lamp
- Direct number dialing
- Flexible feature mapping
- Hunt groups
- Last number redial
- Call return
- Station to station dialing
- Handset, headset, speakerphone, and ring volume control.
- LCD contrast control

- Music on hold
- Hands-free dialing
- Label for the programmed feature buttons
- User Portal
- Full duplex speakerphone
- Multiple ring types
- Distinctive ring tones
- Intercom functionality
- G.711/G.729AB voice codec
- Acoustic echo canceller
- PoE(Power over Ethernet, IEEE 802.3af compliant)

1.3. Vodavi 6812 General Description

The Vodavi 6812 interfaces with you to deliver voice and audio signals over the handset and speaker. A Microphone, which can be switched on and off (muted), is located in the right front for audio input to the Vodavi 6812 Speakerphone. The 3-line 24 characters LCD is a visual output for status and interactive menus. The various buttons are the Vodavi 6812 input devices used to access resources, activate features, and interact with menus. Location of the devices and buttons of the Vodavi 6812 are provided in Figures 1 and 2 below.

Figure 1 - Front view of Vodavi 6812

Figure 2 - Vodavi 6812 buttons

NUMBER	BUTTON	FUNCTION
1		**Left** direction button. This button has two functions; when ↟ appears on the bottom-left corner of the LCD, the previous menu may be selected or when ← appears the previous group of soft-keys may be selected.
		Right direction button. When → appears on the bottom-right corner of the LCD, the next group of soft-keys may be selected.
2		**Soft keys**. Soft keys are interactive, changing function based on the IP Phone status. When selected and verified, by pressing **[OK]** soft key, the IP phone performs the selected function.
3		**Settings** button. 'Settings' accesses and exits the main menu for display and changes to the IP phone configuration.
4		**Volume control** button. Use to adjust Ring, headset, handset, and speaker volume.
5		**Speaker** button. Toggle the Vodavi 6812 speakerphone on and off.
6		**Mute** button. Toggle audio from the microphone to the connected party on and off.
7		**Headset** button. When using a headset, this button toggles the headset state. When the headset is active, this button LED is green.
8		**Eleven flexible** buttons with Red/Green LEDs. Assign feature or function in Call Server's User Portal. Default assignments for flexible buttons 1 and 2 are primary and secondary Line appearance for the extension.

2. Using Basic Vodavi 6812 Features

This section describes how to use the basic features of your Vodavi 6812. These features as well as advanced services, covered in the next section, are provided from your Service Provider's Call Server. For more information about the menu of services available, contact your system administrator.

The Vodavi 6812 is equipped with Soft keys and two direction buttons, used to display and select items. An item can be selected when it is displayed by using Soft keys. In many cases, either the Soft keys or a feature button may be used to access basic features such as Transfer, Conference, etc. The Soft keys are also employed to access the 'Advanced Services' to which your company has subscribed.

2.1. Receiving a Call

When you receive a call, your phone will ring and the display may show the name or number of the calling party.

To answer the ringing call:

1) Lift the handset, press

, press , or press line button.

To end the call:

1) Hang up the handset, press

, press , or press line button.

2.2. Making an Internal Call

You can make an internal call using on-hook or off-hook dialing.

To place an internal call:

1) Lift the handset, press

, press , or press line button.
2) Dial the destination phone number.
3) The name of the called party is shown on your LCD display. **INVALID NUMBER** is displayed if the name is unknown. When the called party answers, begin speaking. The LCD will display the elapsed time of the call.
4) To end the call, replace the handset, press

, press or press line button.

2.3. Making an External Call

You can make an external call using on-hook or off-hook dialing.

To place an external call:

1) Lift the handset, press

, press , or press line button.
2) Dial "9" for an external line.
3) Dial the destination phone number.
4) The name of the called party is shown on your LCD display. **INVALID NUMBER** is displayed if the name is unknown. When the called party answers, begin speaking. The LCD will display the elapsed time of the call.
5) When you want to hang up, place the handset back in the cradle, press the line button, press

, or press .

2.4. Putting a Call on Hold

You can place a call in a waiting state, allowing you freedom from the call and providing the held party with MOH (Music-on-Hold).

To place a call on Hold:
1) Put a call on hold by pressing **[Hold]** Soft key.

To retrieve a held call:
1) To return to the current call, press the blinking line button or press **[Hold]** Soft key.

2.5. Transferring Calls

You can send an active call to another extension and either announce the call or hang-up to complete the transfer:

To transfer an active call:
1) Press **[TRNS]** Soft key.
2) Dial the number you wish to transfer. You can hang up (unannounced transfer) or, wait until the party answers and announce the call transfer.
3) Hang up to complete the transfer.

2.6. Using Conferencing

The Conferencing feature lets you add up to three other parties to an existing call creating a four-way conference. Conferencing is a super set of the transfer feature and works in a similar manner.

To initiate a conference between the current party, you, and another party:
1) Press **[CONF]** Soft key.
2) Dial the number you want to join in the conference.
3) When the party answers, press **[JOIN]** Soft key to establish the conference.

Notes:

If you get a busy tone or no answer at the called party, press **[CNCL]** Soft key to return to the original party.

2.7. Parking a Call

The Call Park feature lets you place a call on hold so another user can pick up the call. Call Park is often used with paging systems to announce the call, then the desired user can dial the park location to access the call.

To Park an active call:
1) Press the Right direction button , the Next Menu is displayed.
2) Press **[Park]** Soft key. Your current extension number is shown as the default park destination.
3) Press **[OK]** Soft key.
4) Hang-up to complete the Call Park.

To change the Park location to another extension:
1) ~ 2) Refer to the above steps.
3) Press **[CHNG]** Soft key.
4) Dial the new destination extension number followed by #.
5) Hang-up to complete the Call Park.

To exit the Call Park Menu:
1) ~ 2) Refer to the above steps.
3) Press **[CNCL]** Soft key, to exit the Call Park Menu.

Notes:
While parked, the parked party hears MOH (Music-on-Hold).
If a call is parked and not picked up within the time out, the call will ring-back to the parking user.
Calls may only be parked to other internal extensions.
Only one call can be parked at an internal extension.

2.8. Picking Up a Call

When a call is 'Parked' at an extension you are not near, you may access the call from the nearest extension using the Call Pickup feature.

To Pick-up a parked call:
1) Press **[Pick]** Soft key.
2) Dial the parked extension number followed by #.

2.9. DND (Do-Not-Disturb)

The DND (Do Not Disturb) feature places the Vodavi 6812 in a 'no-ring' state. If the Vodavi 6812 is in DND, an incoming call to your extension will not cause the phone to ring. In the User portal, the DND function must be assigned to a flexible button.

To activate DND:
1) Press the DND Flexible button. When activated, the button LED will light red.

To deactivate DND:
1) Press the illuminated DND Flexible button again.

2.10. Muting a Call

The Mute feature lets you turn-off the handset, headset, or speakerphone microphone. This prevents the connected party from hearing what is said in the vicinity of the handset, headset, or speakerphone microphone.

To mute the microphone:
1) Press Mute to mute a call. When mute is activated, the Mute button LED is illuminated red.

To activate the handset, headset, or speakerphone microphone:
1) Press Mute again or lift the handset to deactivate mute.

2.11. Accessing Your Voice Mail

You can access your voice mailbox, if available, as described below.

To access your voice mailbox:

1) Press **[MSG]** Soft key when the Message Waiting Indicator LED indicates you have a message and follow the voice instructions.

Notes:

With this method, you access the general voice mail system and must enter your own mailbox number before you are prompted for your password.

2.12. DSS/BLF Coverage buttons

The Vodavi 6812 has been designed to meet the special needs associated with an Attendant or Secretarial answering position. Specific needs for these "call coverage" users include one-touch calling to covered extensions (**D**irect **S**tation **S**election), visual status indication of covered extensions (**B**usy **L**amp **F**ield) and the ability to pick-up calls ringing at covered extensions.

Flexible buttons of the Vodavi 6812, which are assigned as a Bridged Line Appearance in the Call Server Admin Portal, can be assigned in the Vodavi 6812 as DSS/BLF Coverage buttons to provide the functions described above.

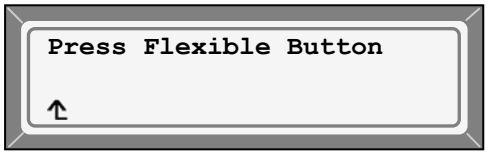
2.12.1. Assigning DSS/BLF Coverage

To assign a DSS/BLF Coverage button;

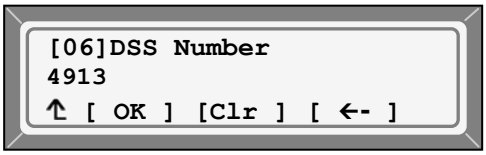
1) Press Settings button.

2) Press 3 button, or move cursor to **3.Phone Settings** using **[Next]/[Prev]** soft keys, and press **[OK]** soft key.

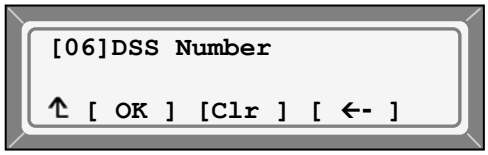
3) Press 5 button, or move cursor to **5.Direct Station** using **[Next]/[Prev]** soft keys, and press **[OK]** soft key.



4) Select the flexible button assigned as Bridged Line Appearance, enter the extension number of the Line Appearance and press **[OK]** Soft key.



5) To delete a previous assignment, after selecting the flexible button, delete all digits using **[←]** Soft key and then press **[OK]** soft key.



6) Press Settings button to exit from the menu.

Notes:

Flexible buttons 1 and 2 are generally assigned as an extension's primary and secondary line appearance and thus should not be assigned as DSS/BLF Coverage buttons.

2.12.2. DSS/BLF Coverage Operation

To call an idle covered extension:

1) Lift the handset, press Speaker, press , or press your line button.
2) Press the assigned flexible button.

To transfer an active call:

1) Press **[TRNS]** soft key.
2) Press the assigned flexible button. You can hang up (unannounced transfer) or, wait until the second answers and announce the call transfer.
3) Hang up to complete the transfer.

To answer a call to a covered extension:

1) Lift the handset, press Speaker, press , or press your line button,
2) Press flashing DSS/BLF Coverage button.

The LED of the DSS/BLF Coverage button shows the status for the covered extension's line.

Idle	LED Off
Busy	LED On
Ringing	LED Flashes
On-Hold	LED Winks

Notes:

The DSS/BLF Coverage button may not directly access a covered extension on Hold.
Only a bridged line appearance should be assigned as a DSS/BLF Coverage button.

3. Advanced Services and the Vodavi 6812 LCD Menu

This section describes how to view and use the Advanced Services available through the LCD menu. In particular, Call Logs is covered to provide the operating concept. Note the Main Menu components and order of display may be different on your phone based on subscribed services.

The Vodavi 6812 is equipped with Soft keys and two direction buttons, used to move to and select items from menus. An item can be selected when it is highlighted with the pointer (**>**), using the Soft keys or by dialing the digit preceding the item.

3.1. Call Logs

The Vodavi 6812 has access to a log of all calls placed or received by the phone, including incoming calls that were not answered, missed calls. The **Call Logs** can be viewed on the LCD and used to place a call to the logged party.

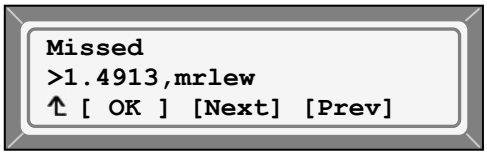
To access the **Call Logs** menu:

1) With the phone on-hook, press , the Next Menu is displayed.

2) Press **[CLog]** Soft key.

3) The **Call Logs** menu will provide several choices. Use the **[Next]/[Prev]** Soft keys to select the desired log or dial the digit associated with the desired selection.

4) The log will display calls received with the Caller ID information.



To call a number listed in the **Call Logs**:

5) Dial the digit preceding the desired log item**,** or use the **[Next]/[Prev]** Soft keys to select the desired Log item and press **[OK]** Soft key.